

Written Policies, Eligibility for Services, Peer Review, Crisis Respite Nursery Reporting, Adoptive Respite Quarterly Reporting Requirements Checklist FY2016 (revised 6/23/2015)

Name of Program: _____ Date: _____

WRITTEN POLICIES (Part II. Sec. I. C.)

5. Written internal policies and procedures:

These policies and procedures shall contain a minimum of the following information:

- a.** Accommodating children who require specialized medical care and/or have physical and/or developmental disabilities;
- b.** Behavior management and ways of managing children with challenging behavior.

This policy shall:

- (1)** Prohibit the use of physical restraints, mechanical restraints, chemical restraints, or seclusion (i.e., room confinement and isolation), and
- (2)** Clarify the roles of volunteer(s) and intern(s) during a behavior related incident and prohibit volunteers from handling these situations by themselves;

- c.** How to handle crisis respite nursery stays longer than 72-hours;
- d.** Contacting DHS/DCFS if the Contractor suspects child(ren) has been abandoned at the facility;
- e.** Cooperation with and full disclosure to Child Protective Services (CPS) during CPS investigation(s);
- f.** Denial of services (for example: criteria for denial, how to tell a parent services are being denied, and documenting denials);
- g.** Mandatory reporting of suspected child abuse, neglect, and/or dependency;
- h.** Prepare for, respond to, communicate during, document, and report on an incident, emergency, and/or crisis situation. This policy shall include the following minimum information:

- (1)** Advanced preparation and training so that the Contractor has the ability to respond to an incident, emergency, and/or crisis situation immediately.

- (2)** Maintaining, at each facility, a list of DHS/DCFS emergency contacts. This list shall include names, titles, phone numbers, and e-mails for:

- (a)** Case Manager for each crisis emergency shelter child at the facility [if applicable to this Contract as indicated in the table in the service area(s) section above];
- (b)** Case Manager's supervisor for each crisis emergency shelter child at the facility [if applicable to this Contract as indicated in the table in the service area(s) section above];
- (c)** Region Director for each of the five DHS/DCFS regions;
- (d)** Regional Contract Coordinator for each of the five DHS/DCFS regions;
- (e)** Main phone number for each of the local DHS/DCFS offices (available at <http://dcfs.utah.gov/locations/>); and
- (f)** Statewide Child Protective Services (CPS) 24-hour intake hotline; 1-855-323-3237.

- (3)** In emergency or crisis situations, the Contractor shall immediately intervene to preserve or restore safety for all humans, animals, and property;

- i.** Responding to medical emergencies:

This policy shall clarify the roles of volunteer(s) and intern(s) during a medical emergency and prohibit volunteers from handling these situations by themselves.;

- j.** How to handle situations where a parent needs to access crisis respite care services but they do not have photo identification; and
- k.** The Contractor's Board shall have limited access to client identifying information. A record shall be kept of each time a board member accesses Client information and why this was necessary.

ELIGIBILITY FOR SERVICES (Part II. Sec. I. H. 4.)

Documentation of denials:

The Contractor shall:

- (a)** Document all denial of services in the Contractor's service denial log and in the child's file.
- (b)** Ensure the Contractor's service denial log includes the following minimum information:
 - i.** Parent's name;
 - ii.** Name of the child(ren) denied;
 - iii.** Age(s) of the child(ren) denied;

- iv. Date services were requested;
- v. Reason services were requested;
- vi. Physical or mental disability of the child(ren) who were denied (if any);
- vii. The number of children at the facility at the time of denial listed by category: crisis respite care, planned respite, supplemental care, crisis emergency shelter placement, facility-based adoption respite, children of on-shift direct-care staff members, and other – Contractor shall specify;
- viii. The specific reason for the denial; and
- ix. Other services arranged for or offered to the family (if any).

(c) A copy of the Contractor's service denial log shall be included in the **annual report**.

PEER REVIEW (Part II. Sec. I. K.)

- 1. Did the Contractor participate in at least one peer review annually?
- 2. Peer Review Team shall include: One Direct Care Staff, Board member and/or Administrator, One parent who used services w/in last 36 months.
- 6. Signs a confidentiality agreement
- 8. Review a minimum of 4 suggested topics: logic model, family events, partnering w/ parents, ARCH, meeting the community needs, recruitment, training and retention of staff, handling high volume times, programming activities, helping clients find and utilize additional resources, adoption respite.

Reporting Requirements (Part II. Sec. I. M.)

2. Peer Review reporting requirements:

The Contractor shall submit a peer review report to the DHS/DCFS Prevention Program Administrator no more than thirty days after the completion of the annual review. The peer review report shall contain each of the items outlined in the peer review section above.

ARCH DATA COLLECTION REQUIREMENTS (Part II. Sec. II. E.)

- 1. Parent(s) who participate in the ARCH data collection. The Contractor shall:
 - a. Use ARCH for every parent that uses the crisis respite nursery (crisis respite care, planned respite, and/or supplemental care).
 - b. Conduct a follow-up phone call within five business days to get the ARCH information from the parent(s) any time the child(ren) are picked up by someone other than a parent and/or if the parent does not have the time to provide the information at the time of pick-up.
 - c. Ensure the data gets into the ARCH database within three business days from the time the parent provides the information.

The Contractor may collect ARCH data in different ways (such as: having the parent data enter their data directly into the database, having the parent fill out paper ARCH forms, or collecting the data from the parent over the phone) so long as the data gets into the ARCH database.

 - d. Ensure ARCH information is collected on the correct ARCH form(s) as specified in the ARCH Evaluating and Reporting Outcomes manual. The "regular intervals" referenced in the ARCH manual for planned respite and supplemental care evaluations (the PR2 form) shall be quarterly.
- 2. Parent(s) who refuse to participate in the ARCH data collection:
The Contractor shall:
 - a. Have the parent(s) sign a "Refusal to Participate" statement, if the parent(s) are unwilling to provide their statistical and demographic data. Under the refusal statement, there shall be a few blank lines where the parent(s) shall write their reason(s) for refusal.
 - b. Ask the parent(s) if a nursery staff member can follow up with them by phone at a better time, if the reason for the refusal was because the parent(s) didn't have the time to provide the ARCH information. If the parent(s) agree, the Contractor shall follow up by telephone within five business days and get the ARCH information from the parent(s) over the phone.
 - c. Document refusals for the Contractor's annual report and keep the signed refusal statement in the family's client file.

COMMUNITY AWARENESS/OUTREACH SERVICES (Part II. Sec. II. H.)

The Contractor shall:

- 1. Serve as a clearinghouse for information regarding family support services for the prevention of child abuse, neglect, and dependency in the community in which it is located.
- 2. Offer public services, such as: booths at public functions, giving lectures, and media presentations. The Contractor shall perform these public services a minimum of once per year.

3. Conduct outreach to high risk populations by participating in community health fairs; marketing in local health department offices; Women, Infants and Children (WIC) offices; child care centers; hospital maternity wards; drug treatment centers; and other locations in the Contractor's geographical area. These outreach efforts shall be included in the Contractor's annual budget. The Contractor shall perform outreach to high risk populations a minimum of once per year.
4. Conduct outreach to organizations that are relevant community partners (such as local libraries, schools, pediatricians offices, child care training programs, parent teacher organizations, support groups, etc.) to ask them to inform their staff members, and clientele of the services available through this Contract. The Contractor shall perform outreach to community partners a minimum of once per year. These efforts shall include but are not limited to:
 - a. Sending an annual e-mail to relevant community partners;
 - b. Asking community partners to post a flyer in their office; and
 - c. Offering to come present on the Contractor's services.
5. Document all community awareness and outreach services for the annual report.

CRISIS RESPITE NURSERY REPORTING REQUIREMENTS (Part II. Sec. II. J.)

1.a. ARCH database reports are prepared/submitted quarterly (w/in 30 days of quarter ending).
 ARCH database reports are prepared / submitted annually (w/in 30 days of state fiscal year-end).
 Quarterly and Annual Reports are submitted to Contract Analyst and Child Abuse Prevention Program administrator.

1.b. Submit using the National Child Abuse and Neglect Data System (NCANDS) Form. ***This is a quarterly and annual report, which goes to Cassie Selim, Regional Contract Coordinator, Dave Florence***

2. Annual report for DHS/DCFS:

The Contractor shall prepare and submit to the DHS/DCFS Prevention Program Administrator an annual report which shall include the following minimum elements and information:

- a. An unduplicated number of children served during the year;
- b. An unduplicated number of adults served during the year;
- c. An unduplicated number of families served during the year;
- d. Number of family events the Contractor hosted during the year and the sum of families that attended these events. (This number may include duplicated families if the same family attended more than one family event during the year);
- e. Total number of service denials in the year and a breakdown of how many denials were for each reason;
- f. The efforts the Contractor made during the year to reach out to high risk populations in the community;
- g. The efforts the Contractor made during the year to reach out to community partner organizations;
- h. The executive summary from the annual peer review;
- i. Statistics related to the after-hours phone line (including incoming calls and outgoing, follow-up calls); and
- j. Number of parent(s) who declined to participate in the ARCH data collection during the year.

ADOPTIVE RESPITE QUARTERLY REPORTING REQUIREMENTS (Part IV. G.)

The Contractor shall prepare and submit to the DHS/DCFS Adoption Administrator the following reports:

1. Quarterly report:

The adoption respite care quarterly report shall include the following minimum information:

- a. A copy of the log of requests received for adoption respite services;
- b. Number of adoptive families served (unduplicated);
- c. Number of adopted youth served (unduplicated);
- d. Number of children served;
- e. Number of in-home adoption respite care visits (unduplicated);
- f. Number of hours of in-home adoption respite care provided;
- g. Number of adoption respite care hours in the facility;
- h. A current list of community resources and other ideas given to adoptive parents that may provide alternate respite care options;
- i. A copy of the log of quarterly communication between the Contractor and the regional DHS/DCFS post adoption worker regarding adoption respite usage.

2. Annual report:

The adoption respite care annual report shall be an unduplicated compilation of information contained in the quarterly reports.